ISSI

AODA – Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy (DRAFT)

Purpose

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Ingersoll Support Services Inc. (ISSI) shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

A. General Requirements
B. Feedback Process
C. Accessible Formats and Communication Supports
D. Emergency Procedures, Plans or Public Safety Information
E. Accessible Websites and Web Content
F. Exceptions
G. Review

A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are acknowledged and outlined as follows, with reference to only those that apply.

Establishment of Accessibility Policies and Plans

ISSI will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

ISSI will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

ISSI will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

ISSI will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement ISSI's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

ISSI will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

ISSI will provide training for its employees and volunteers regarding the IASR and the *Ontario Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing ISSI's policies, and all other persons who provide goods, services or facilities on behalf of ISSI.

Training will be provided as soon as is reasonably practicable, within hiring and orientation. Training will be provided on an ongoing basis to new employees and as changes to ISSI's accessibility policies occur.

Records

ISSI will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Feedback Process

ISSI will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07,* (Company Name) will make the availability of accessible feedback formats publicly known.

C. Accessible Formats and Communication Supports

Unless deemed [unconvertible](#), ISSI will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

ISSI will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

ISSI will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

ISSI will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

E. Accessible Websites and Web Content

ISSI will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

F. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, ISSI will ensure that the individual who made the request is provided with an explanation and a summary of the information.

ISSI will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

G. Review

This policy will be reviewed regularly to ensure that it is reflective of ISSI's current practices and legislative requirements.